

# **Know Your People® Platform**

## **Background Screening and Identity Verification**

**Supplier:** First Advantage Europe Ltd

**Framework:** G-Cloud (RM1557.15)

**Lot:** 2B – Cloud Software

**Service Category:** Applications

**Application Sub-category:** Supply Chain Management – Supply Chain Planning

## Contents

|                                                       |    |
|-------------------------------------------------------|----|
| Company Overview .....                                | 3  |
| Service Overview.....                                 | 3  |
| How to Use the Service .....                          | 4  |
| Service Scope .....                                   | 4  |
| Detailed Description of Services in Scope .....       | 5  |
| Identity Verification (Digital Identity for DBS)..... | 5  |
| Right to Work Checks (UK) .....                       | 5  |
| Criminal Record Checks (UK and International) .....   | 5  |
| Employment Verifications.....                         | 5  |
| UK Instant Employment Verification .....              | 5  |
| Adverse Financial Checks .....                        | 5  |
| Driving Licence Checks .....                          | 5  |
| Sanctions and Regulatory Screening .....              | 6  |
| Social Media Checks .....                             | 6  |
| CIFAS Fraud Risk Checks.....                          | 6  |
| Candidate Experience and Click Chat Call .....        | 6  |
| User Roles and Access.....                            | 6  |
| Application Statuses .....                            | 7  |
| Service Features .....                                | 7  |
| Service Benefits .....                                | 7  |
| Integration and API.....                              | 8  |
| Deployment Model.....                                 | 8  |
| System Requirements .....                             | 8  |
| Service Constraints.....                              | 8  |
| Onboarding and Training .....                         | 8  |
| User Support (Buyers and Administrators) .....        | 9  |
| Accessibility .....                                   | 9  |
| Data Protection and Residency.....                    | 9  |
| Data Retention and Deletion .....                     | 9  |
| Security and Assurance.....                           | 9  |
| Availability, Resilience and Service Levels.....      | 10 |
| Incident Management .....                             | 10 |
| Pricing .....                                         | 10 |

|                                       |    |
|---------------------------------------|----|
| Trials .....                          | 10 |
| Cancellations .....                   | 10 |
| Invoicing.....                        | 10 |
| End of Contract and Data Export.....  | 11 |
| Subcontracting and Supplier Role..... | 11 |
| Summary.....                          | 11 |

## Company Overview

First Advantage is a global provider of employment background screening, digital identity verification and workforce compliance solutions. We support employers across the public and private sectors by helping them make informed hiring decisions, manage risk and meet regulatory and safeguarding obligations. First Advantage delivers screening services across pre-employment, onboarding and ongoing workforce monitoring, combining technology-enabled platforms with operational expertise. First Advantage operates internationally, supporting customers in multiple jurisdictions, and provides services aligned with local legal, regulatory and data protection requirements. First Advantage is committed to information security, data protection and responsible screening practices, and works with a network of trusted data sources and partners to deliver accurate, timely and compliant screening outcomes.

## Service Overview

Know Your People® (KYP) is a cloud-based background screening and workforce compliance platform that enables organisations to verify the identity, eligibility, integrity and suitability of candidates, employees, contractors and volunteers. The platform supports screening across pre-employment, onboarding and workforce compliance stages through a single, configurable solution.

The service combines automated workflows, candidate self-service, reporting, system integrations and candidate-facing support delivered through Click Chat Call, which is managed operationally by First Advantage. Know Your People is designed to reduce administrative effort, improve time-to-hire and support compliance with employment, regulatory and organisational policies. The service is delivered as a fully managed Cloud application and accessed via a secure web interface and APIs.

## How to Use the Service

Buyer and administrator users access the Know Your People platform via a secure web interface or API integration. Typical usage follows these steps:

1. An Administrator or Customer User Manager configures users, roles and screening packages
2. A screening request is created manually or via ATS or HR system integration
3. The applicant receives a secure link to complete required screening steps
4. The applicant completes identity verification, consent and information submission via the self-service portal
5. Screening checks are processed and tracked through the platform
6. Results and application statuses are made available to authorised users via dashboards and reports

Applicants may access Click Chat Call support during the process if assistance is required.

## Service Scope

The Know Your People platform supports the following services, which may be delivered individually or as part of configurable screening packages:

- Digital Identity Verification
- Right to Work Checks (UK)
- Criminal Record Checks (UK and International)
- Employment Verifications
- UK Instant Employment Verification
- Adverse Financial / Credit Checks (where lawful)
- Driving Licence Checks
- Sanctions and Regulatory Screening
- Social Media Checks
- CIFAS Fraud Risk Checks
- Ongoing Monitoring (where applicable)

## Detailed Description of Services in Scope

### Identity Verification (Digital Identity for DBS)

This service enables applicants to complete secure digital identity verification to the required DBS identity assurance levels. Applicants complete a self-guided digital journey to verify their identity remotely. Where an applicant is unable to meet digital verification requirements, an alternative document collection process is available to ensure completion. This service is used in conjunction with DBS checks.

### Right to Work Checks (UK)

This service enables applicants to demonstrate their current immigration status and legal right to work in the United Kingdom. Checks may be completed digitally via approved government routes or through the submission of acceptable supporting documentation. Evidence is captured and retained to support audit and compliance obligations.

### Criminal Record Checks (UK and International)

Criminal record checks identify relevant criminal history in line with applicable legislation and role requirements.

UK checks include DBS checks at the appropriate level. Applications, tracking and results are managed through the platform.

### Employment Verifications

Employment verification confirms a candidate's previous employment history, including employer name, role title and employment dates. Where appropriate, additional employment information may be verified. This service helps validate candidate-provided information and reduce the risk of misrepresentation.

### UK Instant Employment Verification

UK Instant Employment provides rapid employment verification using automated UK data sources. This service supports faster confirmation of employment history for eligible applicants and reduces screening turnaround times.

### Adverse Financial Checks

Where permitted by law and appropriate to the role, adverse financial checks may be conducted to identify relevant financial risk indicators. These checks are typically used for regulated or financially sensitive roles and are performed with applicant consent.

### Driving Licence Checks

Driving licence checks verify the validity and status of an individual's driving entitlement, including licence status, restrictions and endorsements. This service supports roles involving driving responsibilities and employer duty-of-care obligations.

## Sanctions and Regulatory Screening

Sanctions and regulatory screening checks individuals against relevant sanctions lists, watchlists and regulatory databases. This supports compliance requirements for regulated industries and sensitive roles.

## Social Media Checks

Social media checks review publicly available social media content to identify potential reputational or compliance risks, where lawful and appropriate to the role. Checks are conducted against defined risk indicators and do not assess personal opinions, supporting responsible and ethical screening practices.

## CIFAS Fraud Risk Checks

A CIFAS check is a fraud prevention measure that identifies individuals who have been reported for confirmed or suspected fraudulent conduct by current or previous employers. This service supports fraud risk mitigation and safeguarding in relevant roles.

## Candidate Experience and Click Chat Call

Applicants complete screening steps through a secure, mobile-responsive self-service portal. Guidance is provided throughout the journey to support completion of required tasks.

Click Chat Call is provided as the primary candidate-facing support mechanism and is managed by First Advantage Operations. It enables applicants to initiate live web chat support or request a callback for assistance during critical stages of the screening journey. Click Chat Call replaces legacy FAQ-based support models and improves completion rates, data quality and screening turnaround times.

Click Chat Call is candidate-facing only. Buyer and administrative user support is provided separately through standard support channels.

## User Roles and Access

Administrators and Customer User Managers are the only roles permitted to create and manage user accounts. Role-based permissions control access to configuration, screening initiation and reporting. Referencing is not a supported role within the platform. User sessions automatically time out after 30 minutes of inactivity.

## Application Statuses

Application statuses include, but are not limited to:

- In progress
- Awaiting information
- Awaiting payment (by the customer or applicant)
- Submitted
- Completed

## Service Features

- Browser-based Cloud platform with no local installation required
- Secure role-based access control
- Configurable screening packages and workflows
- Candidate self-service portal
- Click Chat Call candidate support
- Management dashboards and reporting
- Full audit trails and activity logging
- API integration with applicant tracking and HR systems

## Service Benefits

- Faster onboarding and reduced time-to-hire
- Improved compliance and audit readiness
- Reduced administrative effort
- Improved candidate experience and completion rates
- Scalable solution suitable for organisations of all sizes
- Consistent and auditable screening processes

## Integration and API

The platform provides APIs that allow customers to submit applicant data, initiate screening checks, retrieve screening statuses and results, and integrate screening into ATS and HR workflows. API documentation is provided in web-based format. API access is authenticated and subject to access controls.

## Deployment Model

The service is delivered as a public cloud offering. Access is provided via secure browser connections and APIs using HTTPS and TLS encryption. No local installation is required.

## System Requirements

- Supported modern web browsers as defined by current operational guidance
- Internet connectivity
- JavaScript enabled
- No plugins or local software required

The service is mobile-compatible via browser.

## Service Constraints

- Internet access is required to use the service
- Screening checks are subject to applicable local laws and regulations
- Certain checks require explicit applicant consent
- Turnaround times for some checks depend on third-party data sources or authorities
- Availability of international checks varies by country
- Social media and financial checks are only available where lawful and appropriate

## Onboarding and Training

First Advantage provides onboarding support to help customers configure and begin using the service. This includes initial platform configuration, user setup guidance and access to documentation and help materials.

Training is provided through online documentation and guided support. Additional onboarding or configuration assistance may be provided by agreement.

## User Support (Buyers and Administrators)

Support is provided via email, phone and web-based ticketing during UK business hours (9:00–17:00, Monday to Friday, excluding public holidays).

## Accessibility

The platform is browser-based, supports keyboard navigation and is designed to be compatible with assistive technologies. The service is designed to align with WCAG 2.1 AA where applicable. Candidate assistance is supported through Click Chat Call.

Accessible formats of service documentation are available on request.

## Data Protection and Residency

Data is stored and processed in UK and EEA-based data centres. Data is encrypted in transit using TLS 1.2 or above and protected through logical separation of customer data. The service complies with UK GDPR and EU GDPR.

The current Know Your People Privacy Policy is available at:

<https://storage.knowyourpeople.co.uk/files/kyp%20privacy%20policy.pdf>

## Data Retention and Deletion

Data is retained for the duration of the customer contract and in line with applicable legal and regulatory requirements. Retention periods may vary depending on check type and jurisdiction.

Upon contract termination and following any agreed retention period, customer data is securely deleted from production systems in accordance with First Advantage's data sanitisation and deletion processes. Backup data is retired in line with standard operational retention cycles.

## Security and Assurance

First Advantage maintains a robust information assurance framework designed to protect the confidentiality, integrity and availability of customer and candidate data. The organisation operates a certified information security management system aligned to ISO/IEC 27001, supported by independently assessed controls and regular internal and external audits. Additional assurance is provided through third-party security assessments, penetration testing and continuous monitoring activities. Information assurance practices are embedded across governance, risk management, operational security and supplier management, and are reviewed regularly to ensure ongoing alignment with regulatory, contractual and industry best practice requirements.

## Availability, Resilience and Service Levels

The service is designed for high availability using resilient cloud infrastructure. Continuous monitoring, backup and recovery processes are in place. Planned maintenance is communicated in advance.

Service availability, support response expectations and any applicable service credits are defined contractually. Standard service levels and response targets are available on request.

## Incident Management

Predefined processes are in place for service and security incidents. Incidents can be reported via support channels. Customers are notified of incidents impacting service availability or data, and post-incident reporting is provided where appropriate.

## Pricing

Pricing is based on pre-defined screening packages, with optional a la carte selection of individual checks. Additional costs may apply for international checks, third-party processing fees (including DBS, and CIFAS), additional external processing fees, and bespoke integrations or enhanced support. All pricing is agreed in advance and documented.

## Trials

Trial access to the Know Your People® platform is not provided as standard. Due to the nature of background screening services, which involve the processing of personal data, identity verification and regulated checks, access to the service is provided only under a formal contractual agreement. This ensures appropriate governance, data protection controls, auditability and compliance with legal and regulatory requirements. Demonstrations of the service functionality may be provided separately on request.

## Cancellations

Customers may cancel use of the service in accordance with the terms agreed at call-off contract award. Cancellation terms, notice periods and any applicable charges are defined contractually and aligned to the services consumed and checks already initiated or completed. Upon cancellation, access to the service is managed in line with agreed off-boarding procedures and data retention obligations.

## Invoicing

Invoicing arrangements are agreed at contract award and documented within the call-off contract. Charges are typically invoiced in arrears based on the screening services consumed during the billing period, including any agreed screening packages or a la carte checks. Invoices clearly itemise services provided and any applicable third-party processing fees. Payment terms are defined contractually and aligned with public sector procurement requirements.

## End of Contract and Data Export

At contract end, customers may request secure export of their data. Data is provided in CSV or JSON format and deleted in line with contractual retention periods and data protection obligations.

## Subcontracting and Supplier Role

First Advantage delivers the service as the prime supplier and is not a reseller. Third-party data and technology providers support specific checks but do not deliver call-off contracts.

## Summary

Know Your People® is a comprehensive, secure and scalable workforce screening platform reflecting current operational practice. By combining identity, employment, regulatory and reputational screening with candidate self-service and integrated support through Click Chat Call, the service enables compliant, efficient and informed hiring decisions across the workforce lifecycle.

This Service Definition describes the scope, features and operational delivery of the Know Your People service as offered under G-Cloud Lot 2b. Services are provided in accordance with the terms agreed at call-off and applicable legal, regulatory and data protection requirements.

This document forms part of the supplier's G-Cloud service offering and is subject to the framework terms and conditions.